

Cashier Training Self-Paced Manual

Kansas Department of Health and Environment
Nutrition and WIC Services



WIC TRAINING GUIDE

WIC is an equal opportunity program. If you believe you have been discriminated against because of race, color, national origin, age, sex or disability, immediately call the State WIC Office at 1-800-332-6262.

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June 2007

Kansas Department of Health and Environment

WIC and Nutrition Services

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a food and nutrition program benefiting pregnant, postpartum and breastfeeding women, infants and children under age 5 with low to moderate incomes.

MISSION STATEMENT

The mission of Nutrition & WIC Services is to improve the health status and nutritional well-being of Kansans through access to:

- *Quality nutrition intervention services by a registered/licensed dietitian;*
- *Breastfeeding promotion and support;*
- *Substance abuse identification, nutrition education, and integration with and referral to other health services.*

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Section 1

Introduction

This Self-Paced Manual contains information about the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This program provides nutritious foods, contributes to more full-term babies, and ensures healthy children free of chronic nutrition-related diseases. As an authorized WIC Vendor, you and your store play an important role in helping to improve the health of women, infants and children in Kansas. When WIC checks are redeemed properly, WIC clients receive the correct foods and your store is reimbursed by the WIC Program. Both the WIC client and your store benefit.

Using this manual allows you to move at your own pace. Any time you wish to go back and review a section you may. At the end of each section there is a notice telling you to refer to the separate Self-Check Workbook for a learning activity to help you review the information you have just read. The questions that appear in the Self-Checks may be answered in an “open book” fashion. Feel free to go back and reread any section or look at any notes you may have made.

Common Terms

Authorized Foods – The types and brands of food items that have been approved to meet the nutritional needs of the individual WIC client

Authorized WIC Vendors – A full service grocery store, full service grocery store/pharmacy combination or a pharmacy that has been approved by the state WIC office to accept Kansas WIC checks in exchange for authorized WIC food items

WIC Check – A WIC food instrument issued by a Local Agency that is used by WIC clients to buy authorized WIC food items at authorized WIC vendors. The WIC check is processed by banks like a regular check. WIC checks list the amount, size and type of food items that WIC clients can purchase.

Client – A pregnant, breastfeeding or postpartum woman, infant or child under 5 years of age who receives supplemental food items from the state WIC program.

Local Agency – The health department or private nonprofit health agency group that has WIC clinic sites and provides WIC services in a particular area of the state. This is where WIC Program certification, nutrition education and WIC checks are issued and referrals to health care services take place.

Proxy – An individual who has been designated by a head of household or guardian to pick up WIC checks and to redeem WIC checks for the client at authorized WIC vendors.

WIC ID Folder – The WIC Identification Folder may be presented to the store personnel by the client or proxy when redeeming the WIC checks. The folder lists the client, head of household/guardian and/or proxy's signatures. The folder can be used to verify the identity of the person buying the WIC foods as compared to the name on the WIC check.

Least Expensive Product – Lowest priced food product that is WIC allowed. Store brands are usually the least expensive products but if a store is out of a particular store brand item, a national brand item may be substituted. For example, a vendor has no store brand 1 pound package of cheese; a possibly more expensive national brand must be made available to the client.

What is WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which is funded primarily by the United States Department of Agriculture. The National WIC Program was established in 1972 and helps provide nutrition education, referrals, nutritious foods and other services for people who qualify for the program.

The Kansas Department of Health and Environment administers the program in this state through Local WIC Clinics. Local WIC Clinics are located throughout the state. You should learn the WIC clinics in your area. They can answer many questions about the WIC Program for you and your WIC customers. Some of them are open after regular 8:00am-5:00pm working hours. For any general questions, you may call the State WIC office at **1-800-332-6262**.

Who is a WIC Client?

For someone to be a WIC client, the following requirements have to be met:

- Be a pregnant, breastfeeding, or postpartum woman, or a child under age 5.
- Live in Kansas and the geographical area served by the local WIC clinic.
- Be within the income guideline, which is 185% above the poverty guidelines published in the Federal Register. (As an example, a family of four (4) in 2006 can make up to \$37,000 annually and be eligible to receive WIC Program services, including WIC checks for the purchase of food items.)
- Have one or more nutritional health risks as determined by a nutritionist or health professional at the WIC clinic.

You may know someone on the WIC program now or someone that has been on the WIC program in the past. There are approximately 66,000 WIC clients in Kansas.

What Do WIC Clients Receive?

WIC clients receive checks for nutritious foods at the WIC clinic. The checks indicate specific types and quantities of certain foods. WIC clients also receive nutrition information, breastfeeding support, and referrals to other health care agencies from the WIC program.

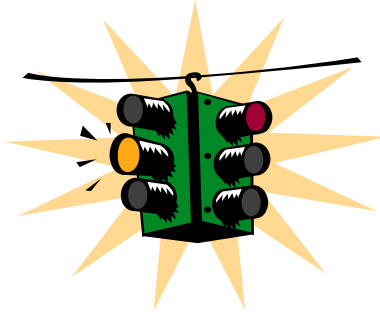
The allowable foods that may be listed on a WIC check include:

- **Milk** - least expensive product on the shelf at the time of purchase, fluid milk, Vitamin A & D fortified, gallon size and plastic containers only
- **Evaporated Milk** - least expensive product on the shelf at the time of purchase, 12 or 13 oz. can
- **Powdered Milk** - least expensive product on the shelf at the time of purchase, 3 or 8 quart size
- **Specialty Milk** - type and size will be printed on the WIC check, i.e. lactose free or acidophilus
- **Tuna** - least expensive product on the shelf at the time of purchase, 6.0 or 6.5 oz. cans, water or oil packed
- **Eggs** - least expensive product on the shelf at the time of purchase, dozen package, large, white, Grade A or AA only
- **Carrots** - least expensive product on the shelf at the time of purchase, 1 lb. package, whole
- **Cheese** - least expensive product on the shelf at the time of purchase: American, Cheddar, Colby, Colby-Jack, Monterey Jack, Mozzarella and Swiss. Block cheese in 16 oz. sizes only. No sliced cheese, except for American that is not individually wrapped.
- **Dried Beans or Peas** - least expensive product on the shelf at the time of purchase, including mixed dried beans and peas, 1 lb. packages, unseasoned only
- **Peanut Butter** - 18 oz. jar, regular, smooth or crunchy
- **Adult Cereal** - approved brands only, 9 oz. package or larger
- **Juices** - approved brands only, 11.5 or 12 oz. frozen concentrate, 11.5 oz. shelf-stable, 46 oz. can or plastic bottle ready to serve, 100% juice fortified with Vitamin C
- **Infant Formula** - type and size printed on WIC check ONLY
- **Infant Cereal** - least expensive product on the shelf at the time of purchase, 8 oz. box or larger: Barley, Mixed, Oatmeal, Rice or Wheat

Your store manager should give you the WIC Approved Foods List that is mailed out by the state WIC office. Brochures with pictures of the WIC foods are also available for both WIC clients and store personnel to help identify WIC foods.

WIC clients have individual nutritional needs so you may see different food items and quantities on the WIC checks. WIC foods are carefully selected to meet nutritional requirements for WIC clients. This is why substituting other non-WIC food items for a WIC food is not allowed.

You may want to keep a list of the WIC Approved Foods near your register to become familiar with them.



Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #1.

Section 2

WIC Checks

The WIC check is the “prescription” issued to a WIC client by the WIC clinic. It is similar to a personal check and should be treated just as carefully. All the designated information must be present on the check before acceptance. The client name printed on the check is the person the foods are intended for. Sometimes the name printed on the check and the name in the signature box will be different. This usually occurs when a parent or guardian is signing for a child.

When the food recipient and the client are the same person, the client name and the written name will be the same. Only the person named on the “Client/Caregiver’s Signature” or “Alternate Caregiver’s Signature” lines in the WIC Identification Folder may redeem the check.

Both you and the WIC client should be familiar with the check and the information on it. A WIC client receives instructions on how to use the checks at the WIC clinic. This is an example of a WIC check.

| | | | |
|--|---|--|--|
| KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262 | | 1036166080 | |
| Pay to the order of any Authorized Kansas WIC Vendor Only | Payable through: United Community Bank | 64-1968 611 | Do not use before this date: No use antes esta fecha: 07/11/2007 |
| Clinic: 10 Lyon County WIC Clinic 1-620-342-4864 | | Fill in actual purchase date: Llene la fecha verdadera de la compra: (Mes/Dia/Año - Month/Day/Year) | |
| Client: 10365240 Jane Do | | Do not use after this date: No use despues esta fecha: 08/11/2007 | |
| AUTHORIZED FOOD - NO SUBSTITUTIONS ALIMENTOS AUTORIZADOS - NINGUNAS SUSTITUCIONES DA100-3, 2 [89] Quantity Description 1 containers Juice-(11.5-12 oz conc. or 46 oz cans or bottles) 1 gallons Fluid Milk 1 half gallons Fluid Milk | | Cashier's Initials | Not Negotiable Without Kansas WIC Vendor Stamp Here |
| | | \$ | Vendor must Deposit by: 09/09/2007 |
| | | Actual Purchase Amt: | I purchased the WIC Foods at the price indicated above. Compre los alimentos de WIC en el precio indicado arriba. |
| | | X | Jane Do |
| | | Sign only after price is entered (Firme aqui solo despues que precio esta notada) | |

10361660805 1061119684 2506277

It should contain these items printed on the check:

1. Local WIC Clinic with phone number;
2. Client information including WIC ID number, first and last name;
3. The authorized foods, size and quantity;
4. WIC check number;
5. First and last date of use;
6. Caregiver and Alternate Caregiver’s name.

Reviewing the Check

When a WIC customer is redeeming a check, there are several things you need to do to make sure the proper foods are issued, the necessary information is recorded on the check, and the checks are accepted in the correct time frame. Some WIC customers may choose to redeem more than one WIC check during a single visit to your store. **Do not ring up the food items and checks together on a single receipt. Each WIC check is to be treated as a separate transaction and should have separate receipts.**

The following steps will help you process WIC checks properly.

1. REVIEW THE FIRST AND LAST DATE OF USE.

The date the check is accepted must be **on** or **after** the “Do not use before this date” and **on** or **before** the “Do not use after this date”. The check is not valid before the First Date of Use or after the Last Date of Use. The date the WIC check is used must fall on or between these two dates.

2. LOOK AT THE WIC CUSTOMER’S IDENTIFICATION.

The WIC customer is required to have either their WIC Identification folder or authorized photo identification. If the client/caregiver/alternate caregiver/proxy does not have an authorized form of identification, give the check back to the WIC customer and refer them back to the local WIC clinic for a WIC Identification folder. Make sure the name on the WIC ID folder and the name listed under the signature line on the WIC check are the same.

The WIC customer is required to sign the check at the time of transaction. Do not accept a check that was signed prior to the transaction.

Do not accept the check if the WIC customer identification is not the same as the name below the signature line on the WIC checks.

3. VERIFY THE FOOD ITEMS AND THEIR QUANTITIES.

The check is valid only for the purchase of the authorized foods printed on it. No substitutions for other types of foods are allowed. No alterations to the food items listed or quantities are allowed.

Begin WIC Transaction

Example:

Ms. Jones brings six (6) 46 oz. cans of apple juice, two (2) dozen Large Grade A eggs, one (1) pound of cheddar cheese, one (1) 18 oz. jar of peanut butter, three (3) 12 oz. boxes of cereal, two (2) gallons of skim milk, two (2) packages of diapers, one (1) 12-pack of soda, one (1) loaf of bread, and a package of hot dogs to your line.

She has two (2) WIC checks.

Before you begin ringing up the WIC check, make sure the WIC foods are separated from the rest of the items she has. This means the juice, eggs, cheese, peanut butter, cereal, and milk will be separated out.

After you have reviewed the WIC check to make sure that it is valid, the next step is to verify the WIC foods have been grouped and sorted. Verify that the food items the WIC customer has selected and brought to the cash register are WIC approved and listed on the WIC check. WIC clients are instructed to Group WIC foods together by each check being used. The approved WIC food items should be separated from non-WIC approved food items.

1. VERIFY THE WIC FOODS HAVE BEEN GROUPED AND SORTED BY CHECK.

Example:

Ms. Jones first check authorizes:

Three (3) 46 oz. cans of juice.

Two (2) dozen Large Grade A eggs.

One (1) lb. cheese.

One (1) 18 oz jar of peanut butter.

Ms. Jones second check authorizes:

Three (3) 46 oz. cans of juice.

Thirty-six (36) oz. cereal.

Two (2) gallons skim milk.

These approved foods should be sorted as listed above and each check rang up as a separate transaction. However, since diapers, soda, bread, and hot dogs are not WIC approved foods, she will have to use another form of payment for those items.

3. VERIFY APPROVED BRANDS AND SIZES.

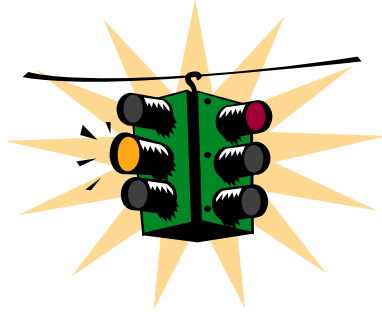
You can assure that the foods are allowable WIC items by checking the Kansas WIC Approved Food List. (There should be one near your register.)

4. VERIFY AUTHORIZED QUANTITY.

The total quantity of each food item *should not exceed* what is printed on the WIC check.

Remember:

It is not mandatory that all WIC foods listed on the check are purchased. WIC clients are encouraged to purchase all the foods, but it is not required. They may not go over the amount of foods listed on the WIC check.



Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #2.

Section 3

Complete WIC Transaction

After processing the first WIC check, the following things should be reviewed and written on the WIC check.

1. ENTER YOUR INITIALS IN THE CASHIER'S INITIALS BOX.

You should write your initials in the box directly above where you have written the Actual Purchase Amount

2. ENTER THE TOTAL AMOUNT OF THE SALE IN THE ACTUAL PURCHASE AMOUNT BOX.

Since each check is handled as a separate transaction, the amount charged for authorized foods listed on the first check is written on the first check in the Actual Purchase Amount box.

3. HAVE THE CUSTOMER SIGN THE CHECK.

The WIC check should be signed by the person presenting it for payment at the time of the transaction. If the check is signed prior to the WIC customer coming to your line, please refer the client back to the Local Agency WIC Program.

Example:

- Mary Jones signs on the signature line prior to entering the store. **This check should not be accepted.**
- Mary Jones' husband Thomas Jones presents the checks and is not listed as a Alternate Caregiver on the WIC Identification Folder or on the check. **This check should not be accepted.**

4. THE ACTUAL PURCHASE DATE IS WRITTEN ON THE CHECK.

The date of the transaction is written in the box between the first and last dates of use.

5. CASH REGISTER RECEIPT STORED/FILED

A receipt is not given to a WIC customer. You need to keep the receipt with the check and give it to store personnel. The receipt will be used during the check processing prior to the check being deposited in the bank.

Remember:

Be sure that all foods purchased are WIC approved food items and that the amounts do not exceed maximum quantities. Your store will not be reimbursed for invalid checks. That is why it's up to you to make sure you accept only a valid check and that you complete the necessary information before a check is sent to the bank for payment.

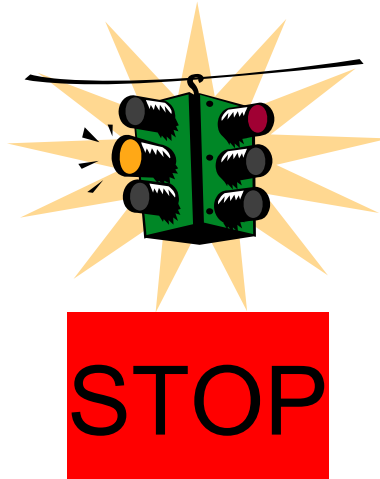
WIC Formula

Sometimes a WIC customer may need to exchange infant formula if it is spoiled or contaminated. In these situations, the WIC customer will bring the infant formula item to the store and ask for an exchange. The WIC customer then receives a new can of infant formula of the same type and brand as what was initially purchased using a WIC check.

Remember:

A WIC customer may only exchange WIC infant formula that is spoiled or become contaminated. **No infant formula purchased with WIC checks can be returned for cash.** If you do not know whether the infant formula was purchased with WIC checks, you should follow your regular store exchange policy.

If there is a problem with a WIC customer wanting to exchange infant formula or wanting to exchange infant formula for cash or other items at your store, please refer the customer to their local WIC clinic.



| |
|---|
| Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #3 |
|---|

Section 4

Other Food Restrictions

In addition to types and brands of WIC approved foods, some other restrictions apply.

Fluid Milk

NOT AUTHORIZED:

- buttermilk
- flavored milk (such as chocolate milk or strawberry-flavored milk)
- raw (unpasteurized) milk
- non-dairy milk substitutes
- soy milk
- rice milk

Evaporated Milk

NOT AUTHORIZED:

- sweetened condensed milk (such as Eagle Brand®)
- evaporated “filled” milk

Cheese

NOT AUTHORIZED:

- cheese food, product or spreads (such as Cheese Whiz®, Velveeta®, etc.)
- flavored, imported or deli cheese
- shredded, grated or string cheese
- individually wrapped slices
- 15 oz or smaller packages

Peanut Butter

NOT AUTHORIZED:

- any brand of peanut butter containing jelly, honey, or candy pieces
- spreads
- fortified

Eggs

NOT AUTHORIZED:

- brown eggs
- ungraded eggs
- cartons of 6 eggs or 18 eggs
- organic

Juice

NOT AUTHORIZED:

- sweetened juices
- infant juices
- freshly squeezed juice
- juice drinks
- punches, ades, or fruit drinks
- juice cocktails
- lite juice

Note: A combination of 46 oz. fluid and 12 oz. frozen juices is allowed. Among allowable juices, WIC customers are free to choose any mix of flavors they desire—one can of apple juice, one of orange juice, etc., up to the allowable maximum number listed on their WIC checks.

Dried Beans and Peas

NOT AUTHORIZED:

- beans with seasoning packets or additives

Infant Cereal

NOT AUTHORIZED:

- cereal with fruit
- cereal with formula

Adult Cereal

NOT AUTHORIZED:

- any cereal or brand not listed on the WIC Approved Food List

Tuna

NOT AUTHORIZED:

- albacore tuna
- tuna spread

Carrots

NOT AUTHORIZED:

- baby or mini carrots
- frozen carrots
- bulk carrots

What About...?

As you worked through this manual, you may have asked yourself several questions, such as—

1. *What happens if I make a mistake on a WIC check?*
2. *What happens if a WIC customer chooses not to get a food item on the check?*
3. *What happens if my store is out of a WIC food item?*
4. *Will I be checked by the WIC Program?*

Let's go over what to do in these situations so that your store is not penalized for improper redemption of WIC checks. If you have other questions about situations you may encounter with WIC customers and/or WIC checks, be sure to ask your store manager.

1. What happens if I make a mistake on a WIC check?

When an incorrect price is entered in the Actual Purchase amount box and you realize this at the register, just draw a single line through the incorrect information and write the correct information above and initial the change.

Please **do not** scribble over the incorrect information or use “white out” to cover up the incorrect information and then write the correct information over it.

This same procedure applies if the wrong date was entered in the Actual Purchase Date. Draw a single line through the incorrect date and write the correct date above and initial the change.

2. What happens if a WIC customer chooses not to get a food item on the check?

There may be times when a WIC customer decides not to purchase a certain food on the check. When this happens, complete the transaction by ringing up the food items they want to purchase.

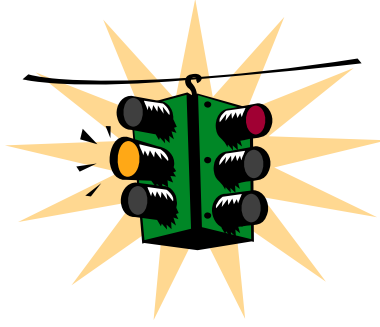
3. What happens if my store is out of a WIC food item?

If your store is out of an authorized WIC food item, you must tell the WIC customer to come back later or go to another store. You may not issue rain checks or IOUs for out-of-stock items.

4. Will I be checked by the WIC Program?

A number of stores are monitored by the State WIC Office each year. The monitors may identify themselves as a WIC staff member or an investigator will pose as a WIC customer and check to see if you and your store process WIC checks correctly. Some of the things they will check for are:

- A. **Overpricing:** Monitors will double-check prices entered on the check to be sure they agree with shelf prices. Overpricing can result in your store not being WIC authorized.
- B. **Wrong infant formula:** Monitors may attempt to purchase infant formula that is not listed on the check. If they are allowed to purchase the non-approved infant formula, your store will be found to be in violation of its *WIC Vendor Agreement*.
- C. **Wrong brands of other types of WIC foods:** Monitors will try to buy the unauthorized brands of cereal, juice, and cheese. If you let them buy wrong brands of these foods, your store could be found in violation of the *WIC Vendor Agreement*.



Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #4.

Section 5

WIC Check Processing - Accounting Office

After the WIC transaction is complete, store personnel should complete the following steps prior to depositing the check into the bank.

- ✦ THE WIC CHECK SHOULD BE REVIEWED WITH THE RECEIPT PRIOR TO DEPOSITING THE CHECK INTO THE BANK.
- ✦ THE ACTUAL PURCHASE DATE AND THE ACTUAL AMOUNT PURCHASED IS WRITTEN CORRENTLY ON THE CHECK
- ✦ THE WIC CHECK IS SIGNED BY THE WIC CUSTOMER.
- ✦ YOUR WIC VENDOR NUMBER IS STAMPED ON THE WIC CHECK IN THE APPROPRIATE BOX.

After reviewing the WIC checks with the receipts and correcting any errors that you find, deposit the WIC checks into your bank within sixty (60) days from the FIRST-DATE-OF-USE.

The store may correct any errors that you find prior to depositing the WIC check in your bank.

Keep all WIC receipts at the store location for a minimum of thirty (30) days.

There may be times when WIC checks are returned to the store by the bank due to errors. The returned WIC checks are not paid through the banking system. Rejected WIC checks may be sent to the State WIC office on a Request for Reimbursement form (Vendor Procedures Manual, Appendix F) and will be considered for payment. Submitting checks on appeal does not guarantee that the appeal will be approved.

Returned check reasons that **will be considered for reimbursement** include:

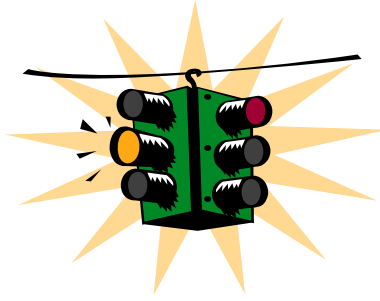
- over the allowed amount; and
- invalid vendor stamp

Returned check reasons that **can be directly re-deposited at your bank** include:

- missing/illegible vendor stamp

Returned check reasons that **will not be considered for reimbursement** include:

- altered check,
- taken early,
- taken late,
- missing signature,
- late deposit and;
- previously rejected.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #5.

***Attention* Use this master to make photocopies for trainees.**

Cashier Name: _____

Store Name: _____

Store Location: _____ Vendor Number: _____

Self Check #1

On the following questions, please circle the correct answer.

1. WIC is a Special Supplemental Nutrition Program for
 - A. Senior Citizens.
 - B. Women and Children 2 to 10 years of age.
 - C. Women, Infants, and Children up to age 5.
2. WIC is administered in Kansas by
 - A. Kansas Department of Social Services
 - B. Kansas Department of Health and Environment
 - C. Kansas Department of Agriculture
3. For a person to qualify for WIC benefits, which requirement do they **NOT** have to meet?
 - A. Be a pregnant, postpartum or breastfeeding woman, infant, or child.
 - B. Have a nutritional need.
 - C. Be at or below 185% of the Federal Poverty Guidelines.
 - D. Be a single parent.
4. Which of the following statements is true about WIC foods?
 - A. WIC foods are nutritious.
 - B. WIC foods can be substituted for any food items in your store.
 - C. Authorized WIC food items are the same for every WIC customer.
5. Which of the following foods can be purchased with a WIC check?
 - A. Skim Milk
 - B. Hawaiian Punch
 - C. Peanut Butter with Honey

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 1.

***Attention* Use this master to make photocopies for trainees.**

Cashier Name: _____

Store Name: _____

Store Location: _____ Vendor Number: _____

Self Check #2

Please write T for true and F for false on the following statements.

1. _____ A WIC check with a “Do not use after date” of 10/29/2006 can be redeemed any day after that date.
2. _____ WIC checks are similar to personal checks and should be processed just as carefully.
3. _____ A WIC check with a “Do not use before date” of 10/01/2006 and a “Do not use after date” of 11/01/2006 can be redeemed either on or any day between those dates.
4. _____ Even though the WIC check lists six (6) cans of juice, a WIC customer can substitute six (6) cans of pears if they don't want the juice.
5. List the three (3) items that should be reviewed on a WIC check.
 - A. _____
 - B. _____
 - C. _____
6. List the three (3) steps you should follow to begin the WIC transaction.
 - A. _____
 - B. _____
 - C. _____

Please write T for true and F for false on the following statements.

7. _____ If Mrs. Smith brings a package of diapers to your line along with her WIC foods, you should separate out the diapers before you begin to ring up the WIC foods.
8. _____ WIC customers can select any brands and sizes of cereal that they want.
9. _____ Total quantity really doesn't matter as long as the foods are approved WIC food items.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 2.

***Attention* Use this master to make photocopies for trainees.**

Cashier Name: _____

Store Name: _____

Store Location: _____ Vendor Number: _____

Self Check #3

Please write T for true and F for false about the following statements.

1. ____ If the WIC check lists Jane Doe for signature and the person redeeming the check is a male who signs as John Doe, you may accept the check if he proves he is married to Jane.
2. ____ A WIC customer should never pay you cash for WIC food items.
3. ____ If a WIC check is given to you already signed, you politely refer the client back to their Local Agency WIC program.
4. List the five (5) steps you should follow to complete the WIC check correctly.
 - A. _____
 - B. _____
 - C. _____
 - D. _____
 - E. _____

For the following statements, fill in the blanks with the appropriate answer.

5. A WIC customer may return infant formula if it is spoiled or contaminated. The WIC customer then receives a new can of infant formula of the _____ type and brand as that returned.
6. If you know that infant formula was purchased with a WIC check, it cannot be returned for _____.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 3.

***Attention* Use this master to make photocopies for trainees.**

Cashier Name: _____

Store Name: _____

Store Location: _____ Vendor Number: _____

Self-Check #4

On the following questions, please circle the correct answer.

1. Which cheese is authorized?
 - A. Individually-wrapped slices.
 - B. Block Cheddar cheese.
 - C. Velveeta cheese.
2. Which of the following kinds of milk can be purchased with WIC checks?
 - A. Skim Milk, 1%, 2%.
 - B. Chocolate.
 - C. A and B.
3. Which juices can be purchased with WIC checks?
 - A. Enough 46-oz. cans of juice or 11.5 -12 oz frozen or concentrate juice to equal the number listed on the check.
 - B. V-8 Vegetable Juice.
 - C. Six (6) 32 oz. glass jars of grapefruit juice.
4. Which kind of eggs are allowable WIC items?
 - A. Brown eggs.
 - B. Medium eggs.
 - C. Ungraded eggs.
 - D. None of the above.
5. What kind of a tuna can be purchased with WIC checks?
 - A. Albacore tuna.
 - B. Oil-packed tuna.
 - C. Any brand of tuna spread.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 4.

***Attention* Use this master to make photocopies for trainees.**

Cashier Name: _____

Store Name: _____

Store Location: _____ Vendor Number: _____

Self-Check #5

WIC Check Processing - Accounting Office

Please write T for true and F for false about the following statements.

1. ____ The WIC check should always be reviewed with the receipt prior to depositing it in the bank.
2. ____ If the WIC check does not have a customer signature, I should contact my Local Agency WIC program.
3. ____ The store can correct any errors that are found prior to depositing the check in the bank.
4. ____ The store can use any color of ink when stamping their vendor ID on the WIC check.
5. ____ As a cashier, I should review the check and the items that are being purchased to make sure that the quantity is what has been authorized and the items are WIC approved.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section 5.

Answer Key

WIC Cashier Training Guide

SELF CHECK #1

1. C
2. B
3. D
4. A
5. A

SELF CHECK #2

1. FALSE - Do not redeem after the Last-Date-To-Use printed on the check
2. TRUE
3. TRUE
4. FALSE - No substitutions for other types of foods are allowed
5. Check for the First and Last Date of Use
Check WIC customer Identification
Check the food items and their quantities
6. Group WIC foods together
Sort WIC foods by check
Verify approved brands and sizes
Verify authorized quantity
7. TRUE
8. FALSE – WIC approved brands and quantities only
9. FALSE – Allowed quantity as listed on WIC check

SELF CHECK #3

1. FALSE – WIC Customer ID must match the name under the signature line on the check
2. TRUE
3. TRUE
4. Enter your initials in the Cashier's Initials box
Enter the total amount of the sale in the Actual Purchase Amount box
Have the WIC customer sign the check
The Actual Purchase date is filled in on the WIC check
Cash register receipt is stored/filed
5. Same
6. Cash or any other item

SELF-CHECK #4

1. B
2. A
3. A
4. D - Only white eggs grades A/AA, size large are allowed
5. B

SELF-CHECK #5

1. TRUE
2. TRUE
3. TRUE
4. FALSE – use only black ink for the vendor stamp
5. TRUE